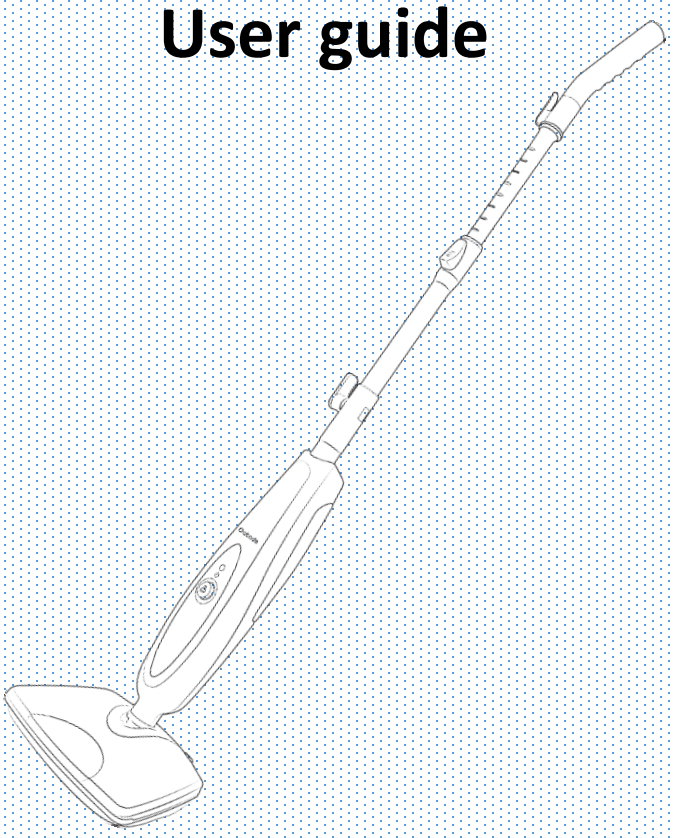
Holme

pro Steam Mop
User guide



Model No: HPSM2001

For Customer Services & Spare Parts please call **0845 209 7461**
Opening times: Monday - Friday 8am – 6pm & Saturday 9am – 1pm
Or visit us at **www.productcareuk.com**

IMPORTANT:
RETAIN FOR FUTURE REFERENCE

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Thank you for purchasing your Holme Steam Mop.

With a built in pump for constant steam production and an ergonomic handle for comfort, cleaning your floors has never been so easy.

What's more, you can rest assured in the knowledge that the detergent free sanitisation kills most known household germs whilst also being good for the environment.

To get the best from your new cleaner, take a few moments to read these instructions, and keep them in a safe place for future reference.

Should you require any further assistance, our friendly Product Care team will be happy to help.

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Safety instructions

IMPORTANT SAFETY INSTRUCTIONS
READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

WARNING:

It is hazardous for anyone other than a competent person to carry out any service or repair operation that involves the removal of a cover which gives protection against exposure to electrical parts.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

This product is intended for household use only.
Do not operate this appliance for anything other than its intended use. Do not use outdoors.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge IF they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children should not play with the appliance. Cleaning and user maintenance should not be made by children unless they are older than 8 and supervised. Keep the appliance and its cord out of reach of children less than 8 years.

- **Do not immerse in water or other liquids for cleaning.**
- **Do not direct steam at people, animals, electrical outlets, or equipment containing electrical components.**

Safety instructions

- **Unplug from power outlet when not in use. Do not leave steam mop unattended while plugged in.**
- **Do not use with damaged cord or plug.**
- **Do not use steam mop if it has been dropped, damaged, left outdoors or dropped into water.**
- **Keep the steam mop away from water; do not allow it to get wet. If unit is wet, do not plug unit into wall socket or turn unit on.**
- **Do not handle steam mop with wet hands.**
- **Do not pull or carry by cord, use cord as a handle, close door on cord, pull cord around sharp corners or edges, or expose cord to heated surfaces.**
- **Do not unplug by pulling on cord.**
- **To protect against electrical shock do not immerse cord, plug, or appliance in water or other liquid.**
- **Unplug from the mains outlet when not in use, before putting on and taking off parts, and before cleaning.**
- **The use of accessory attachments not recommended by the appliance manufacturer may cause fire, electric shock or injury. Only use the accessories supplied by the manufacturer.**
- **Never remove parts from the appliance, such as the screws.**
- **The filling aperture must not be opened during use.**

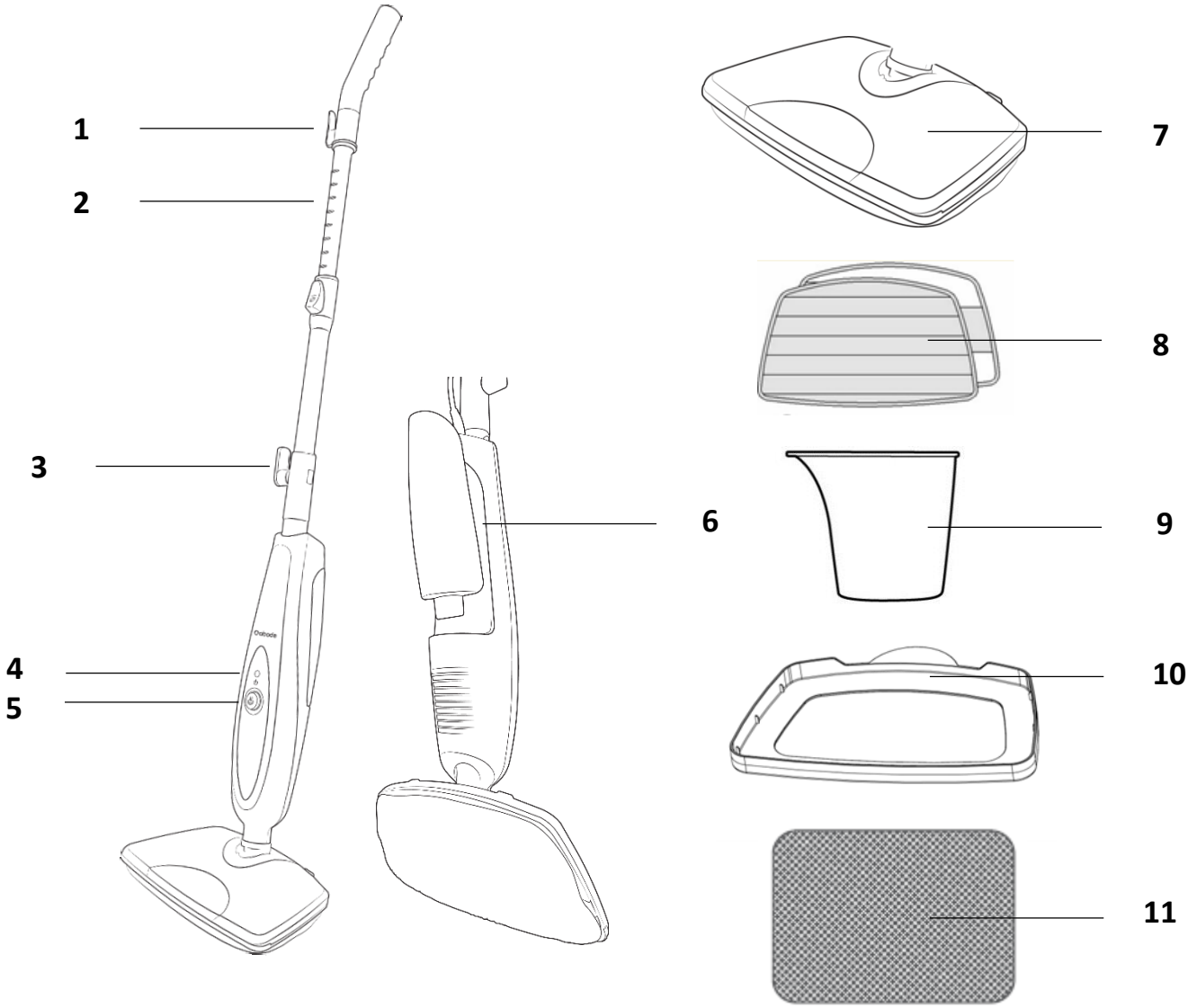
Safety instructions

- **Do not use appliance in an enclosed space filled with vapor given off by oil-based paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.**
- **Do not use on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate, steam-sensitive materials.**
- **Do not immerse unit in water or other liquids.**
- **Never put descaling, aromatic or alcoholic products into the steam mop, as this may damage the unit.**
- **Close attention is necessary when used near children.**
- **Do not store with a wet mop pad still attached.**
- **Using distilled or demineralized water will maximize the performance of your steam mop.**
- **Use extra care when cleaning on stairs.**
- **Do not use steam for space heating purposes; household use only.**
- **Use on waxed or some unwaxed floors may diminish glossiness. Do not use on unsealed wood floors. Test in an inconspicuous area or check the care instructions from your flooring manufacturer.**

Symbol IEC 60417-5597 (2002-10) is used on the unit to indicate that this unit operates with hot water vapour (steam).

To avoid scalding and burns take extra care when in use.

Steam mop feature diagram



1	Handle and cord hook	6	Water tank
2	Telescopic handle	7	Mop head
3	Quick release cord hook	8	Mop pad
4	Power indicator light	9	Measuring jug
5	Power button	10	Carpet glider
		11	Cooling mat

Steam mop assembly

Before using your steam cleaner

Remove all packaging and lay out the separate components.

Check the steam unit after unpacking for any visual damage such as:

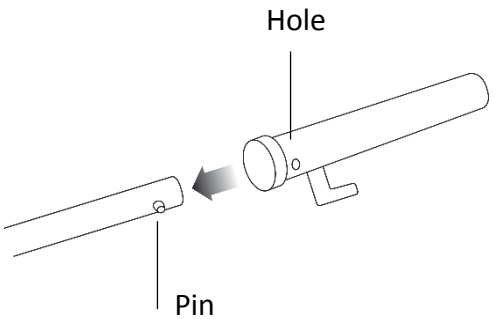
- Misaligned or damaged parts
- Damage to the main body and separate components
- Damage to the plug or cable.

If you can see any damage do not use the steam cleaner and refer to page 15.

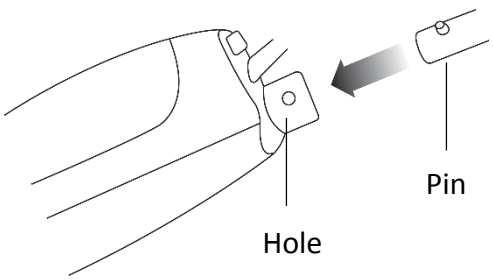
Insert the narrower end of the telescopic tubing into the black plastic handle.

The pin may need to be pushed in slightly to insert it into the handle.

Make sure the sprung pin locates in the hole in the black plastic handle to fully secure.

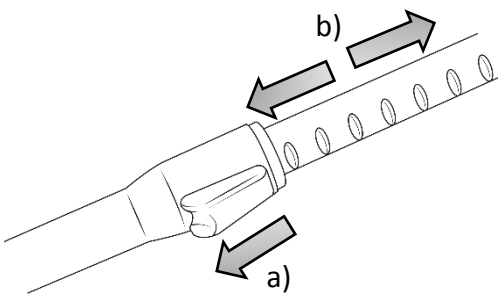


Insert the assembled telescopic handle in to the main body of the steam mop.
Make sure the sprung pin on the handle locates in the hole in the main body.
The pin may need to be pushed in to locate it in the body.



To alter the length of the telescopic handle,

a) Press and hold the extension lock in the direction indicated.
b) Slide the steel pole, up or down, to the correct length.

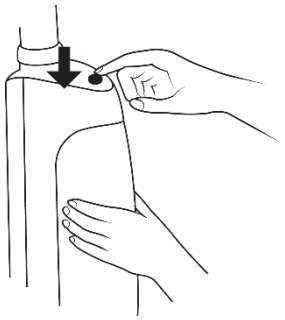


Using: Filling the water tank

Press the water tank release button to eject the water tank.

Remove the tank by pulling it outwards, and upwards.

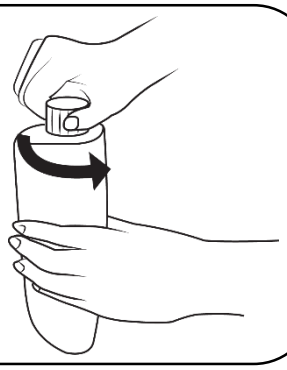
The water tank will arrive empty, however there may be a little bit of residual water from testing.



Rotate the water tank so the black screw cap is at the top.
Unscrew the cap, turning anti-clockwise and remove.
Fill the tank with water.
When filling there may be a small amount of water that leaks from the cap - hold it upside down over the sink.

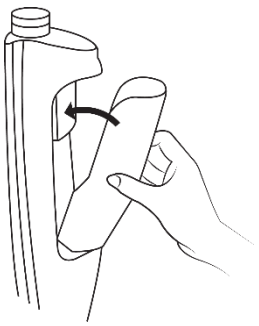
Note:

Do not use detergent cleaners, or anything other than water in the steam mop as it will impair performance.



Place the water tank back in to the main body of the steam mop.
Push the screw cap in place, pushing downwards and inwards until the tank clicks.

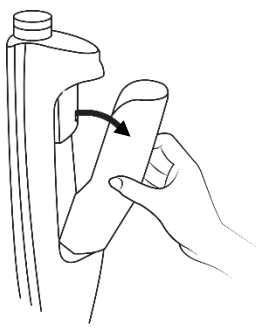
Note: Fully vacuum or sweep the floors prior to using the steam mop.



Re-filling the water tank

When the water tank is empty, place the steam mop in the upright position, turn it off, and remove the tank by pressing the sides and lifting away.

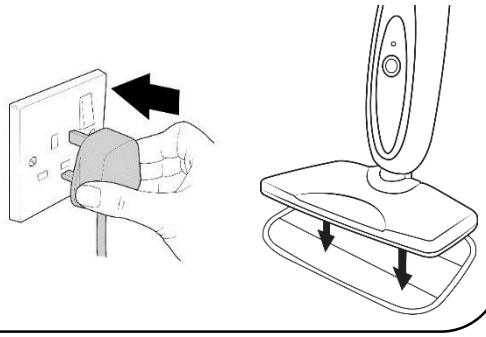
Note: The water tank holds approximately 360ml of water, and this provides approximately 15 minutes of continuous steam.



Using your steam mop

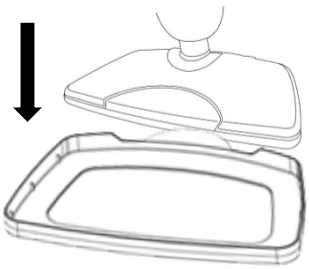
Release the cord by twisting the quick release cord storage hook, and plug into a mains socket.

Attach a microfibre pad by lifting the steam mop and placing the mop head on to the pad.



Use the microfibre mop pads for cleaning sealed hard floors.
Attach the carpet glider to help the steam mop head move over carpeted surfaces smoothly.

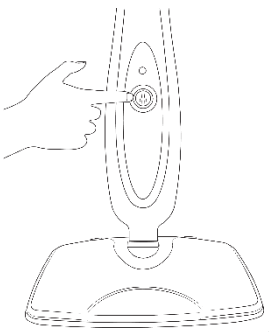
Note: The steam mop head rests into the carpet glider and does not click into place.



Turn the steam mop on by pressing the power button.

Wait 30 seconds for the water to heat up.
Your steam mop is now ready to use.

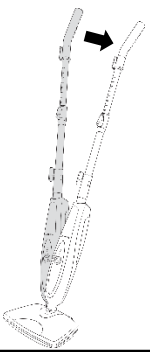
Note: It is normal for the steam mop to make noise during operation.



In the upright position, the mop will not steam.

Tilt the steam mop backwards, approximately 45°, and it will begin to steam.

Note: When using the steam mop, do not leave it over a particular area for more than 30 seconds. This could cause damage.

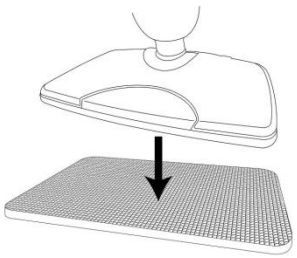


Storing your steam mop

When the steam mop is not in use, push it up to the upright position and place it on the cooling mat provided.

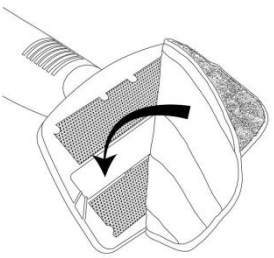
It will stop steaming.

If you are not using it for a long period of time, unplug the unit at the mains.

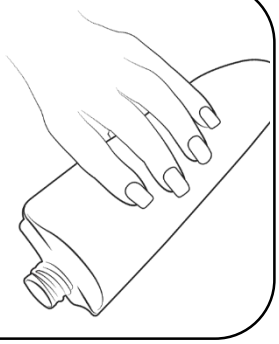


When you have finished using the steam mop, unplug it at the mains.

Allow the microfibre mop pad to fully cool and then carefully remove it from the mop head.



Empty any remaining water from the tank into a sink before storing.



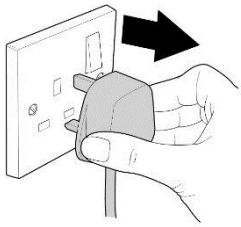
Wrap the power cord around the upper and lower cord hooks.

Store upright in a protected, dry area or hang by the handle.

Refer to the cleaning and care instructions on page 11.

Cleaning and Care

Before you clean the appliance, disconnect the mains plug from the wall socket.



To clean the exterior of the device, use a damp, soft cloth and mild detergent.

NEVER IMMERSE THE STEAM MOP IN WATER.

When wiping off the main body, do not allow moisture in the area around the indicator light.

Wash non-electrical accessories in warm soapy water and allow to dry thoroughly before next use.

If the steam mop is damaged, contact the customer service helpline – refer to page 15.

Care of your microfibre cleaning pads

Wash pads in warm water, no more than 40 degrees.

Wash separately. Do not use fabric softener and do not tumble dry. Dry on a line.

Should there be any loose threads on the microfibre pad, carefully cut the threads with scissors.

Do not try to pull any threads or cut any threads at their base.

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Problem Solving

PROBLEM	POSSIBLE PROBLEM	POSSIBLE SOLUTION
Trouble assembling steam mop	1. Difficult to assemble handle.	1. There are 2 parts to the handle that need to be assembled together before inserting into the steam mop. Refer to page 7 of the instruction manual provided for detailed instructions, including handle adjustment.
	3. Difficult to attach mop pad.	3. Lay the mop pad on the floor and lift the steam mop head, placing onto the pad. Make sure the stripy side of the pad is on the floor and attach the mop to the other side.
	4. Difficult to attach carpet glider.	4. Lift the mop and place the head into the side of the carpet glider that has space for the mop head. The mop head rests in the glider and does not click into place.
Filling/Emptying water tank	1. Difficult to fill water tank.	1. Press the water tank release button on the main body to eject the water tank. Unscrew the cap on the water tank in an anticlockwise direction and remove. Fill up the tank using the tap, avoiding overfilling. Replace the cap on the water tank and turn clockwise to secure. You may need to turn this upside down over the sink to let any water from the cap drain out. Reattach by clipping the tank back in. **Note**: Do not use detergents in the steam mop, this may cause damage.
	2. Difficult to empty water tank.	2. Unplug the steam mop. Follow the instructions for filling the water tank but empty it rather than putting water in.
Reduced steam/no steam is coming out	1. Water tank may not be filled.	1. Make sure the water tank is filled. Refer to page 8 of the instruction manual provided.
	2. The unit may not be plugged in properly/the fuse or breaker may not be working.	2. Verify the unit is plugged into an approved electrical outlet and that the fuse or breaker is functioning properly. Ensure you have waited 30 seconds for the water to heat up.
	3. The power button may not have been pressed.	3. Push the power button in on the front of the steam mop. This should illuminate the power indicator light. In the upright position the mop will not steam. Wait 30 seconds for the water to heat and tilt to begin using the steam mop.
The indicator light is confusing		1. The power indicator light illuminates red to show that the steam mop is plugged in and switched on. It does not change colour.

Problem Solving

PROBLEM	POSSIBLE PROBLEM	POSSIBLE SOLUTION
The indicator light is not working	1. The unit may not be plugged in properly/the fuse or breaker may not be working.	1. Verify the unit is plugged securely into an approved electrical outlet and that the fuse or breaker is functioning properly.
There is a peculiar smell coming from the unit	1. First time using product.	1. If this is the first time you are using the mop, continue using the product. The smell may be due to new parts being heated up for the first time.
	2. This is not the first time the product has been used.	2. Discontinue use if problem persists and contact Customer Services using the details on the next page.
There is a 'clicking/bubbling/rattle' noise coming from the steam mop when in use		1. This is a normal occurrence due to the construction of the product and its operational functionality.
The mop pad is not picking up dirt	1. The mop pad is saturated and needs washing.	1. Wash the mop pad, following cleaning and care instructions on page 11 of the instruction manual provided.
Parts have broken/need replacing	1. Either the water tank/cap, mop pad, carpet glider, measuring jug or handle have broken or been lost.	1. Call customer services or visit the website detailed at the bottom of this page.
	2. None of the above have broken but another part has.	2. Discontinue use and contact customer services using the details on the bottom of this page.
I have lost the instruction manual provided	1. The instruction manual has been lost or misplaced.	1. It is important to have a copy of the instruction manual. Visit www.productcareuk.com or contact customer services using the details provided on the bottom of this page.

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Guarantee

This product is guaranteed for 12 months from the date of the original purchase. If any defect arises due to faulty materials or workmanship the faulty product must be returned to the place of purchase.

Refund or replacement is at the discretion of the store.

The following conditions apply:

- The product must be returned to the retailer with the original proof of purchase.
- The product must be installed and used in accordance with the instructions contained in this instruction guide and any other instructions for use which has been supplied.
- It must be used for domestic purposes only and for its intended use.
- This guarantee does not cover wear and tear, damage, misuse or consumable parts.

This does not affect your statutory rights.

Customer support

Attach your receipt to this page for proof of purchase.

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Produced for:
G2S Limited
Unit 12 Lodge Bank
Industrial Estate
Horwich
England
BL6 5HY

Disposal information

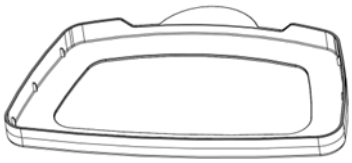
This symbol is known as the 'Crossed-out wheelie bin Symbol'. When this symbol is marked on a product/batteries, it means that the product/batteries should not be disposed of with your general household waste.

Only discard electrical/electronic/battery items in separate collection schemes, which cater for the recovery and recycling of materials contained within. Your co-operation is vital to make sure the success of these schemes and for the protection of the environment. For your nearest disposal facility, visit www.recycle-more.co.uk or ask in store for details.

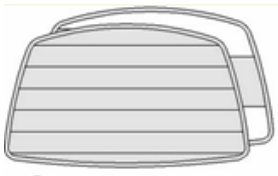
We reserve the right due to possible changes to design to alter the instruction manual without prior notice.

Spare parts

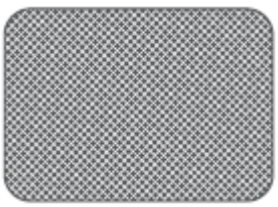
Carpet Glider



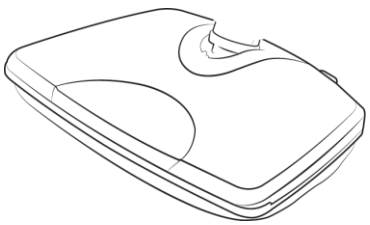
Mop pads



Cooling mat



Mop head



Handle

Water tank and cap

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Connection to the mains supply

WARNING- THIS APPLIANCE MUST BE EARTHED

This appliance is designed to operate from a mains supply of AC230V - 240V ~ 50/60HZ.

Check that the voltage marked on the product corresponds with your supply voltage.

This product is fitted with a 13A plug complying with BS1363.
If this plug is unsuitable or needs to be replaced, please note the following:

Important: The wires in the mains lead are coloured in accordance with the following code:

GREEN/YELLOW-EARTH
BLUE-NEUTRAL
BROWN-LIVE

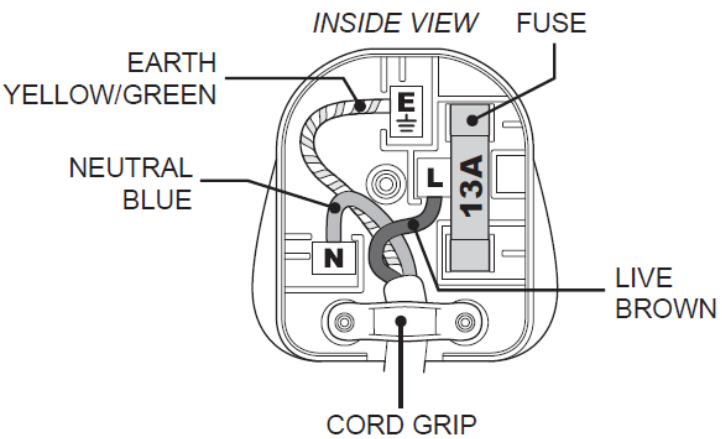
Connection to the mains supply

For UK use only – Plug fitting details (where applicable):
As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows:

The GREEN/YELLOW wire is the EARTH and must be connected to the terminal which is marked with the letter E or by the earth symbol or coloured GREEN or
GREEN/YELLOW.
The BLUE wire is the NEUTRAL and must be connected to the terminal marked with the letter N or coloured BLACK.
The BROWN wire is the LIVE wire and must be connected to the terminal marked with the letter L or coloured RED.

Always ensure that the plug cord grip is fastened correctly.

If a 13A (BS1363) fused plug is used it must be fitted with a 13amp fuse conforming to BS1362 and be BSI or ASTA approved.



Holme

Model number: HPSM3001

Revision 1a